



# Department of Defense INSTRUCTION

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January 5, 1987  
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SUBJECT: DoD Passenger Transportation Reservation and Ticketing Services

- References:
- (a) DoD Instruction 4500.42, "DoD Passenger Transportation Reservation and Ticketing Services," July 2, 1980 (hereby canceled)
  - (b) Defense Transportation Program Policy Memorandum (DTPPM) 84-6, "DoD Passenger Transportation Reservation and Ticketing Systems," May 11, 1984 (hereby canceled)
  - (c) Title 10, United States Code, Chapter 137 as amended
  - (d) Joint Travel Regulation, Volume I, "Members of the Uniformed Services," February 1984; and Volume II, "Department of Defense Civilian Personnel," September 1985
  - (e) through (h) see enclosure 1

## A. REISSUANCE AND PURPOSE

This Instruction reissues reference (a) to update policy, procedures, and responsibilities for selection of the travel reservation and ticketing services best suited to the passenger travel requirements of DoD installations worldwide, and it cancels reference (b).

## B. APPLICABILITY

This Instruction applies to the Office of the Secretary of Defense (OSD), the Military Departments (including their National Guard and Reserve components), the Organization of the Joint Chiefs of Staff (OJCS), the Unified and Specified Commands, and the Defense Agencies (hereafter referred to collectively as "DoD Components").

## C. DEFINITIONS

The terms used in this Instruction are defined in enclosure 2.

## D. POLICY

1. It is DoD policy, with respect to arranging official travel (and unofficial travel under subsections F.9. and F.10., below), to use commercial travel offices (CTOs) that provide the full range of travel services to DoD installations at no cost to the Government. Establishment or continued use of in-house travel offices is authorized only when it has been determined by the DoD Component in the continental United States (CONUS) and the theater commander overseas, that CTO services cannot satisfy a DoD installation's requirements.

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2. Selection of a contractor to perform the CTO services shall be accomplished on a competitive basis in accordance with 10 U.S.C. 137 as amended (reference (c)).

3. In arranging official travel, DoD personnel are authorized to use the following:

(a) DoD CTOs under contract to their respective organization.

(b) DoD in-house travel offices.

(c) General Services Administration (GSA) Travel Management Centers (TMC). (Exception - In foreign countries, except Canada and Mexico, the use of travel agents not under contract to the U.S. Government is authorized only when services of a CTO are not reasonably available and ticketing arrangements cannot be secured from a branch office or general agent of an American-flag carrier.)

#### E. RESPONSIBILITIES

1. The Under Secretary of Defense (Acquisition), or designee, shall establish policy for acquisition and management of DoD passenger transportation reservation and ticketing services.

2. The Chairman, Per Diem, Travel, and Transportation Allowance Committee shall make necessary changes to the Joint Travel Regulations (reference (d)) to reflect the policy contained herein.

3. The Commander, Military Traffic Management Command (MTMC), consistent with DoD Directive 5160.53 (reference (e)), shall review plans for establishment of CTOs in CONUS, to include the following responsibilities:

a. In coordination with the DoD Components, develop and maintain standardized contracts, agreements, and solicitations that may be used by DoD Components when contracting for CTOs. Such documents shall contain alternative provisions that may be used where it is desirable to allow for expansion to new areas and permit addition of other DoD or Federal Agencies.

b. Maintain a mailing list of potential offerors that have requested notification of solicitations for CTO services.

c. Maintain a current list of CTOs serving DoD installations in CONUS.

d. Assist DoD Components, as requested, in the review of bids or proposals to provide CTO services.

e. Review and update Electronic Reservation and Ticketing System (ERTS) equipment standards and acquisition guidelines as required.

f. Provide identification to DoD Components of the ERTS that meet established standards.

g. Develop and coordinate methods and procedures, used by CTOs and GSA TMCs to collect and report DoD travel data.

h. Collect, report, and keep passenger travel data for official DoD travel, in accordance with the policies of DoD Directive 5000.19 (reference (f)).

4. Heads of DoD Components, or designees, shall:

a. Determine how travel services will be obtained at installations under their jurisdiction, in accordance with 10 U.S.C. 137 as amended (reference (c)) and this Instruction.

b. Within 1 year of the date of this Instruction, complete a review of the installations under their jurisdiction that are served by a Scheduled Airline Traffic Office (SATO) or an in-house travel office, and initiate procurement of CTO services in accordance with reference (c).

c. Ensure that conversions of in-house travel offices to CTOs are carried out in accordance with DoD Directive 4100.15 (reference (g)).

d. For CONUS installations, provide plans for contracting CTO services to MTMC.

e. Approve changes to the standardized solicitation or contract that accommodate unique requirements and submit copies to MTMC.

f. Establish procedures to ensure effective use and control of CTOs. Maintain a current list of CTOs serving DoD installations under their jurisdiction and provide a copy to MTMC.

g. Identify the approval authority for the establishment or retention of in-house travel offices.

h. In coordination with MTMC, determine the applicable ERTS to be used.

i. For overseas installations, process requests for CTOs in coordination with the theater commander, or designee, concerned.

j. Notify MTMC of successful CTO bidders within CONUS.

k. Monitor CTO performance continuously to ensure that DoD travelers are being provided required services at the lowest cost consistent with mission requirements, and take corrective action, as necessary.

l. As jointly agreed, provide passenger travel data to MTMC.

m. Collect, keep, and evaluate passenger travel data relative to the fee paid on unofficial travel, in accordance with the policies of DoD Directive 5000.19 (reference (f)).

F. PROCEDURES

1. Requests for CTO services within CONUS shall be processed through the Headquarters of the DoD Component concerned with notification to MTMC, in accordance with the responsibilities outlined in Section E., above. Requests

for the establishment of CTOs in overseas areas shall be processed through the DoD Component Headquarters in coordination with the theater commander or designee concerned.

2. Selection of a contractor to provide CTO services shall be accomplished in accordance with 10 U.S.C. 137, as amended (reference (c)).

3. Official transportation and ticketing services for other modes of transportation (i.e., bus and rail) may be procured from the CTO serving the installation or from independent carrier ticket offices or accredited bus or rail military traffic offices, as applicable.

4. If no CTOs exist on an installation and none are planned, arrangements should be made to use the services of an existing DoD CTO or GSA TMC. DoD CTOs similarly should be capable of providing this support to other Federal Agencies lacking such facilities.

5. Requests for establishing or retaining in-house travel offices may not be approved, unless it has been determined by the DoD Component in CONUS and the theater commander overseas, that CTO services satisfying the DoD installation's requirements cannot be obtained and that paragraph E.4.c., above, has been complied with.

6. Whenever it is determined by a DOD Component that a concession fee shall be paid on official travel, the requirement for a fee shall be set out in the solicitation contract, or other document setting forth the agreement of the parties. The fee shall be credited to the appropriation charged with the cost of the employee travel.

7. New contracts may be awarded for 1 year with options for up to four additional 1 year periods.

8. All solicitations, contracts, or other documents setting forth the agreement of the parties shall prescribe uniform procedures for the collection and submission of travel data to the Department of Defense.


9. If there is a sufficient volume of unofficial travel and the viability of the CTO providing official travel services shall not be jeopardized, the DoD Component, or theater commander, or designee, may elect to permit establishment of an additional morale, welfare, and recreation (MWR) CTO to serve the unofficial travel needs of the installation. Such nonappropriated fund contracts shall be awarded competitively in accordance with DoD Instruction 4105.67 (reference (h)).

10. All solicitations, or other documents setting forth the agreement of the parties pertaining to unofficial travel shall include a provision for payment of concession fees to the nonappropriated fund instrumentality supporting military and civilian MWR activities specified by the DoD Component.

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G. EFFECTIVE DATE AND IMPLEMENTATION

This Instruction is effective immediately. Forward two copies of implementing documents to the Under Secretary of Defense (Acquisition) within 90 days.

  
RICHARD P. GODWIN  
Under Secretary of Defense  
(Acquisition)

Enclosures - 2

1. References
2. Definitions

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REFERENCES, continued

- (e) DoD Directive 5160.53, "Single Manager Assignment for Military Traffic, Land Transportation, and Common-User Ocean Terminals," March 24, 1967
- (f) DoD Directive 5000.19, "Policies for the Management and Control of Information Requirements," March 12, 1976
- (g) DoD Directive 4100.15, "Commercial Activities Program," August 12, 1985
- (h) DoD Instruction 4105.67, "Nonappropriated Fund Procurement Policy," October 2, 1981

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#### DEFINITIONS

1. Commercial Travel Office (CTO). The commercial activity providing the full range of commercial travel reservation and ticketing services for a DoD activity under a contract or other document reflecting the agreement of the parties.
2. Electronic Reservation and Ticketing System (ERTS). On line, real-time reservation and ticketing equipment with access to computer-based carrier reservation systems capable of providing lowest-cost fare evaluations, reservations, ticketing, and related travel and accessorial services.
3. Official Travel. Travel performed under competent travel orders at appropriated fund expense.
4. Scheduled Airline Traffic Office (SATO). An international travel reservation and ticketing service operated by the scheduled airlines under the management of SATO, Incorporated.
5. Travel Services. The full range of travel and transportation services that include but are not limited to: air, bus and rail reservations and ticketing; lodging and rental car arrangements; ticket and itinerary delivery; assistance with visas and passports; detailed management reports; and availability of a 24-hour toll free information/assistance telephone number.
6. Unofficial Travel. All travel arranged by a Commercial Travel Office (CTO) other than official travel.

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